DOCUMENT RESUME

ED 420 320 IR 057 065

TITLE	Customer Friendly Libraries in a High-Tech Age. [Videotape].
INSTITUTION	Baltimore County Public Library, Towson, MD.
ISBN	ISBN-1-56641-049-5
PUB DATE	1998-00-00
NOTE	0p.; Closed captioned.
AVAILABLE FROM	Baltimore County Public Library, Library Video Network, 320 York Rd., Towson, MD 21204-5179; toll-free phone: 1-800-441-TAPE ($130, prepaid orders shipped free).
PUB TYPE	Non-Print Media (100)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Change; *Educational Technology; *Information Scientists; *Information Services; Information Sources; Information Technology; *Library Role; *Library Services; Staff Development; Technological Advancement; Training
IDENTIFIERS	Computer Use

ABSTRACT

This videotape discusses how technology is rapidly changing the roles of information providers. It is important that information professionals continue to provide good customer service while helping the public feel comfortable with new technology. This videotape covers issues common in libraries today: making time for adequate staff training; managing computers for public use; helping customers feel comfortable with new technology; and preparing for potential problems. Four stop-tape audience reaction vignettes promote discussion of customer service issues. (ABF)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****